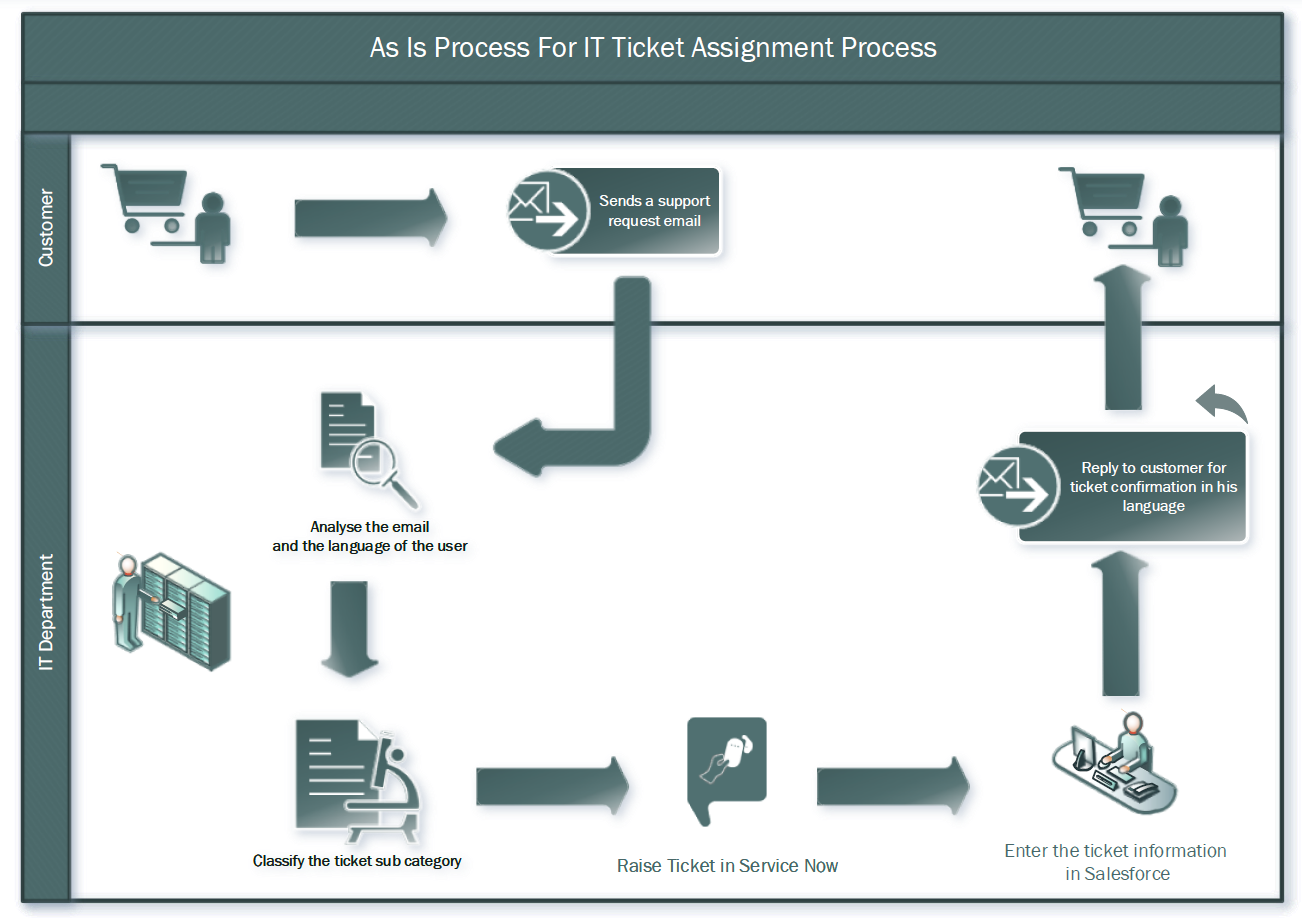
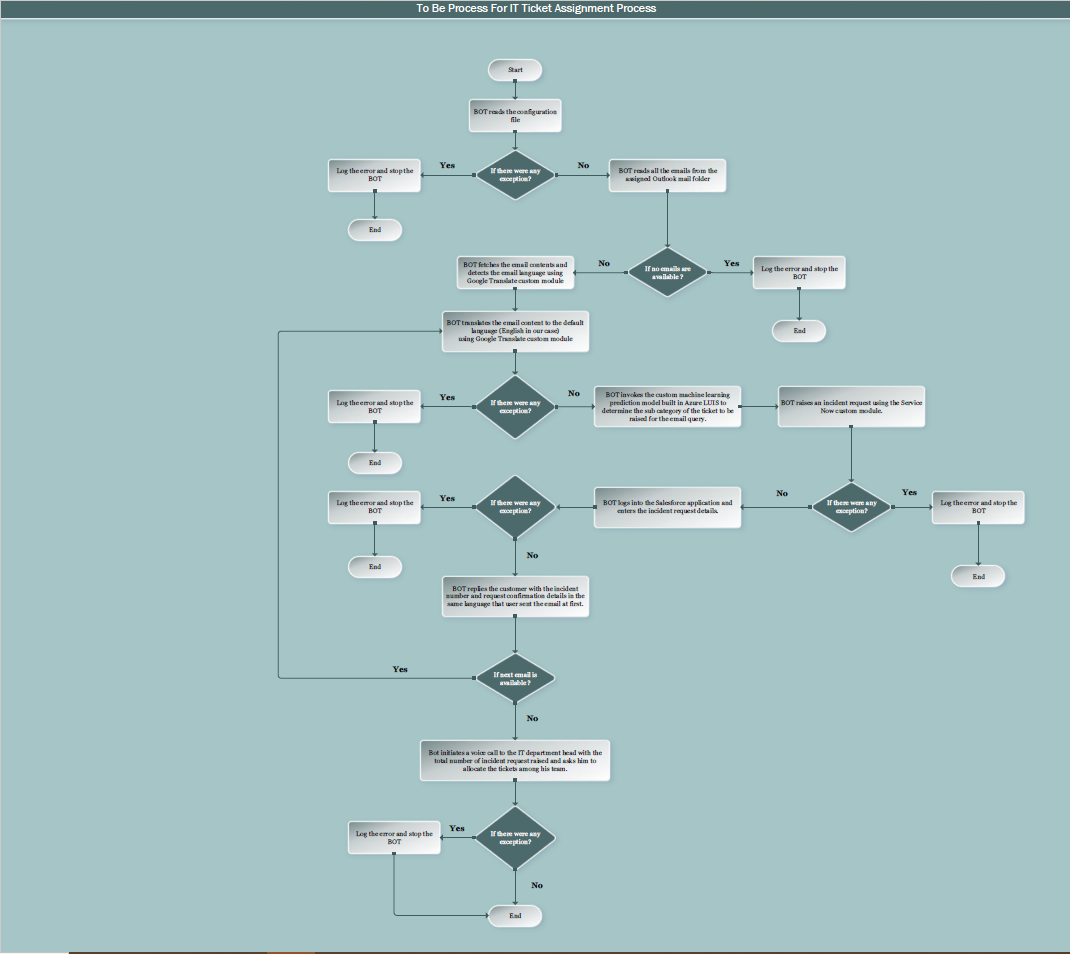
**Solution Screenshots Document**

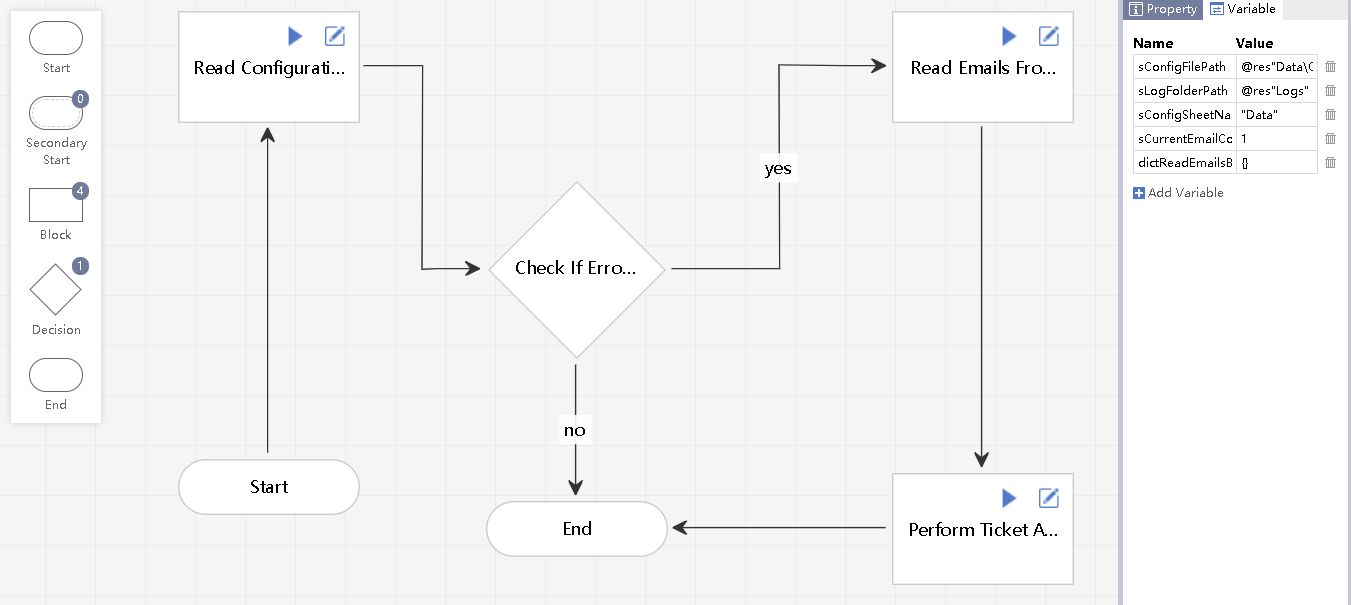
1. **As Is Workflow:**

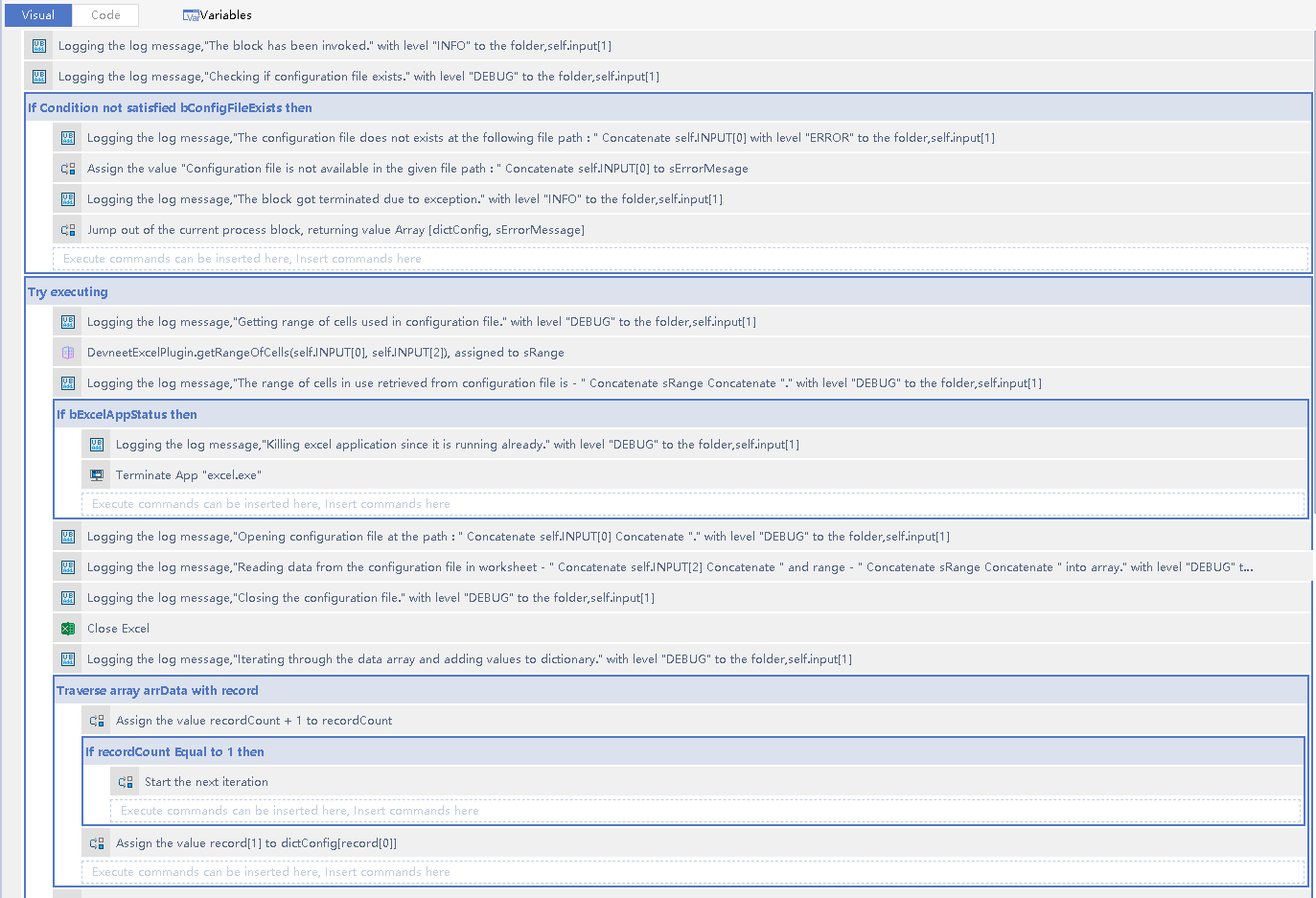


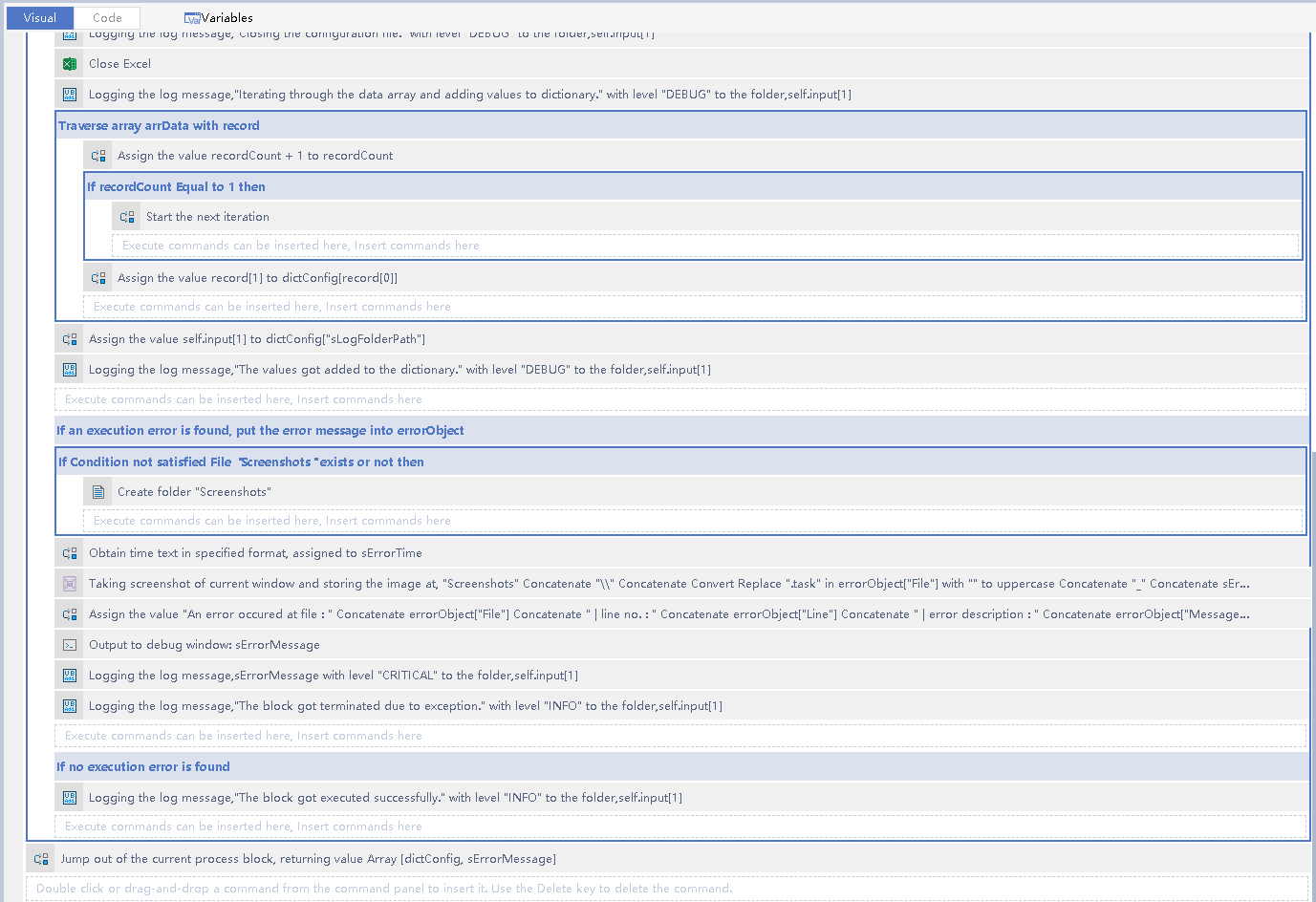
1. **To Be Workflow:**



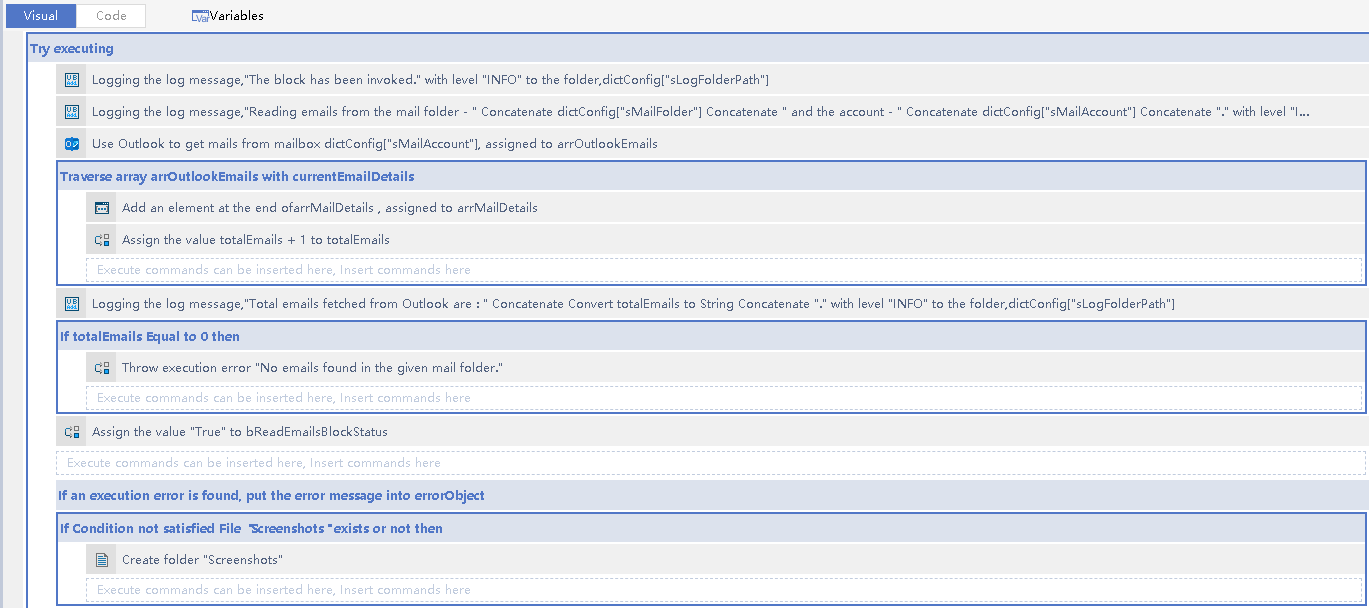
1. **Solution Flowchart:**



1. **Read Configuration File Task:**

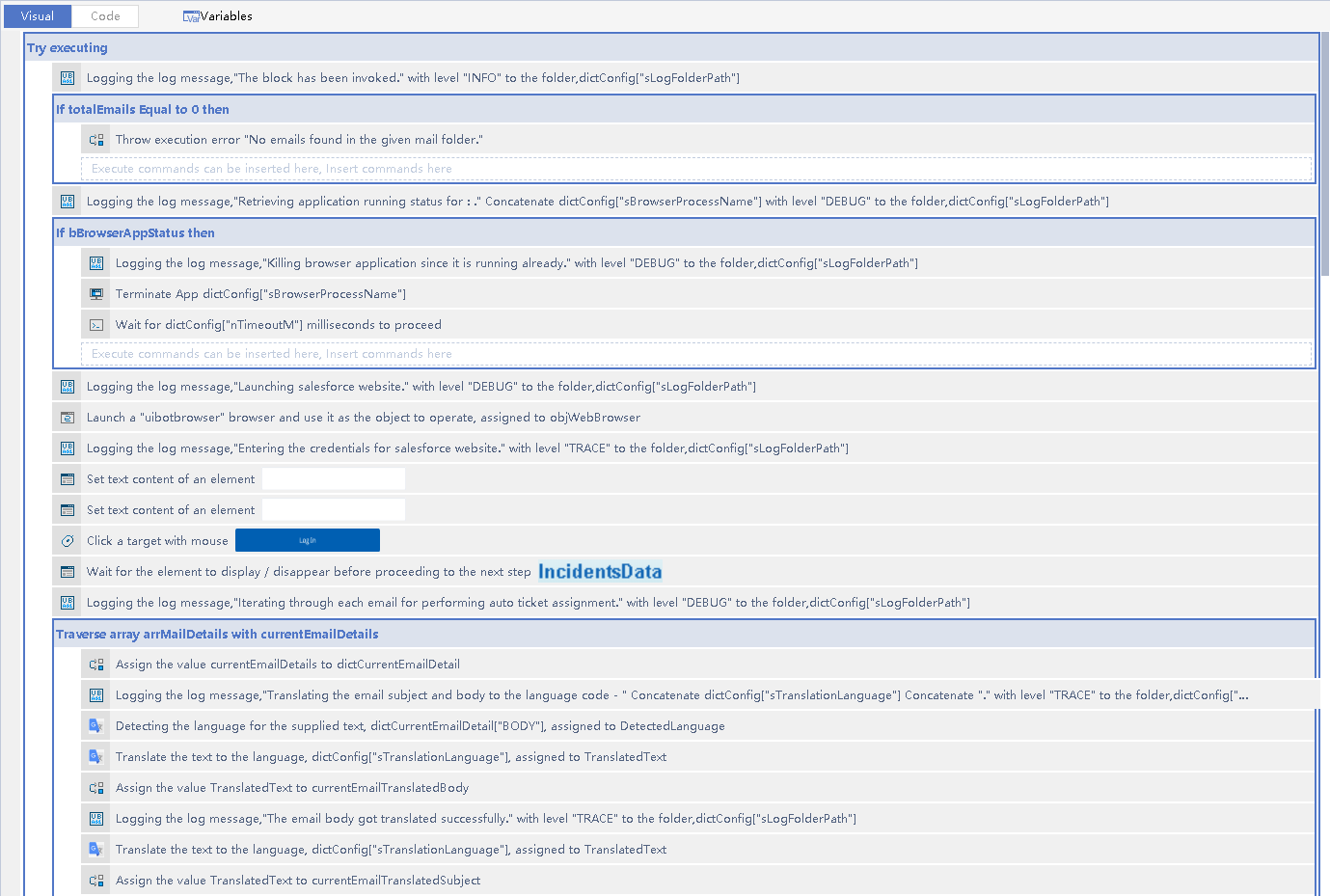


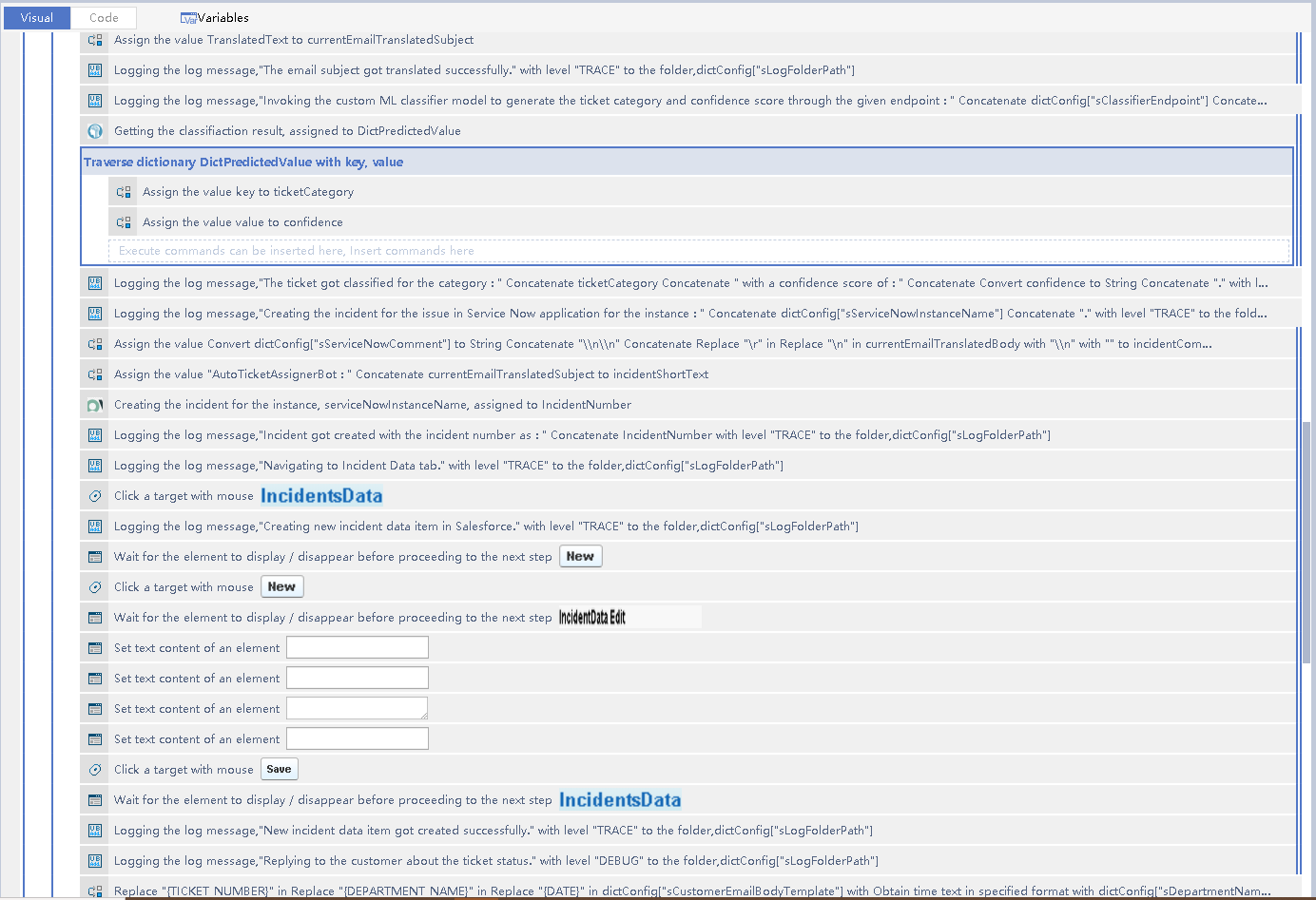
1. **Read Emails From Outlook Folder:**

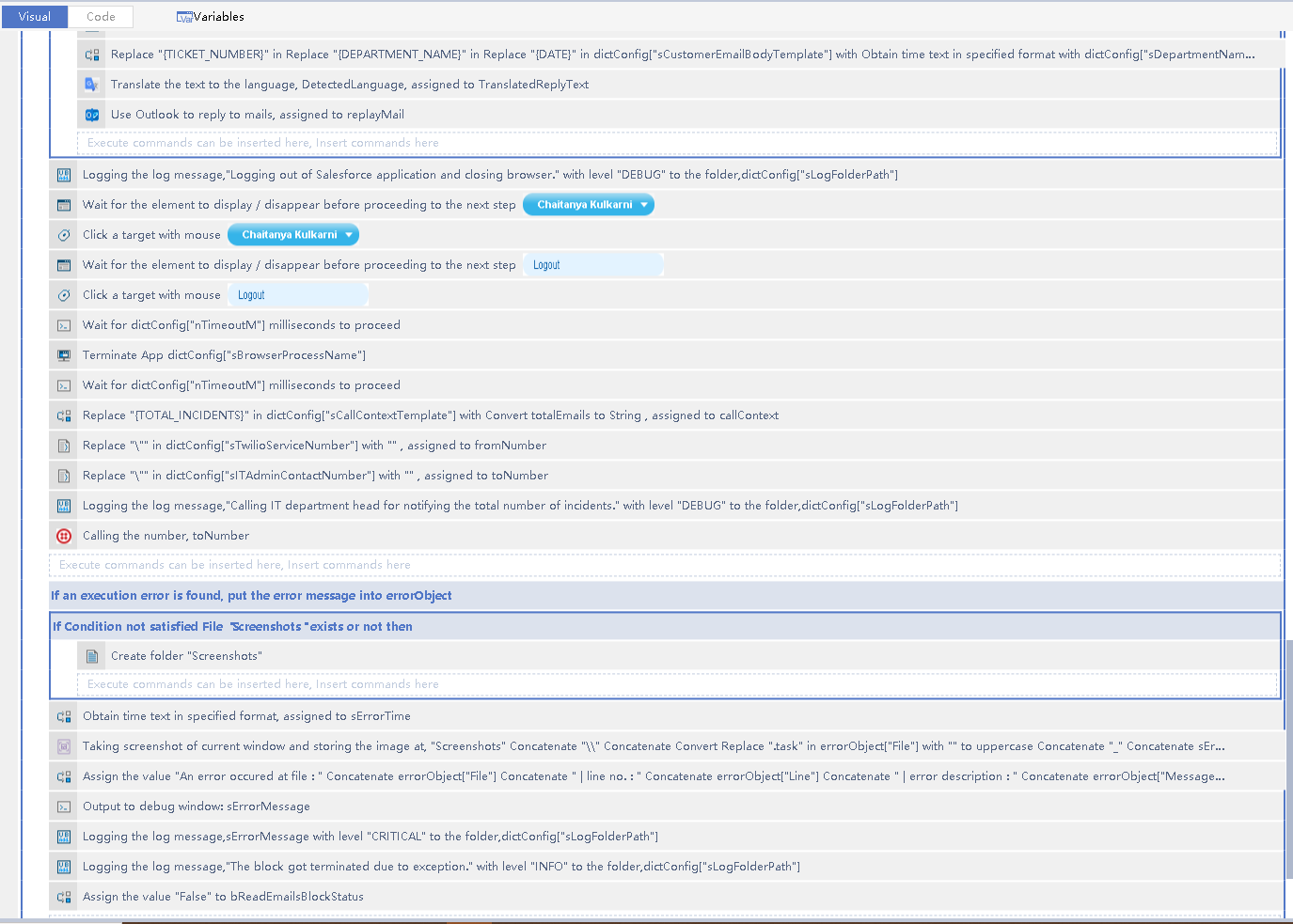
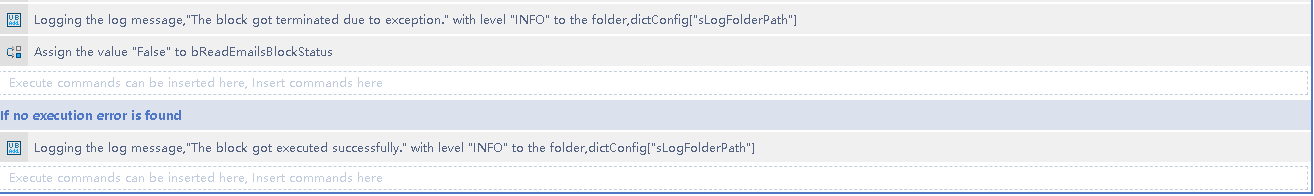




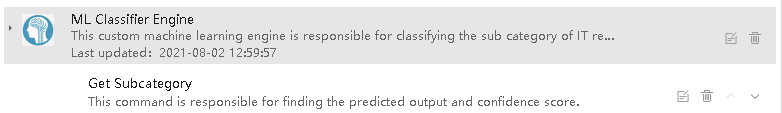
1. **Perform Ticket Analysis:**

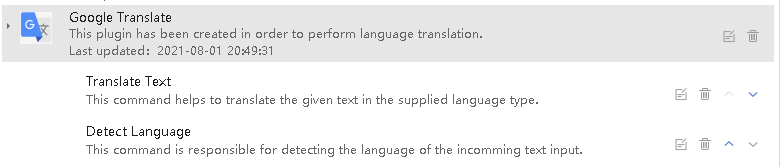


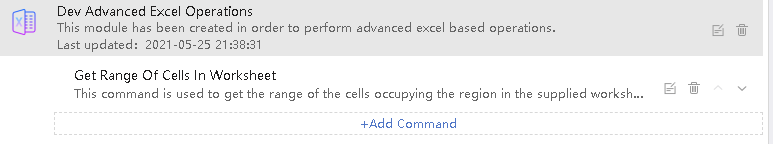


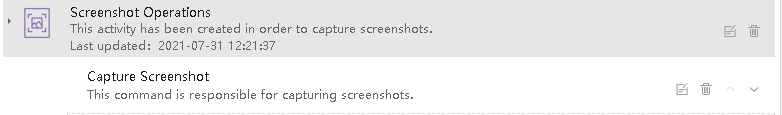
 

1. **Custom Modules Built:**

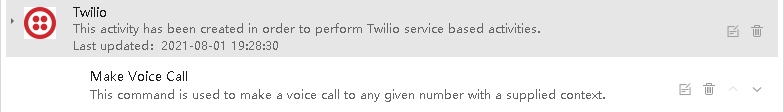




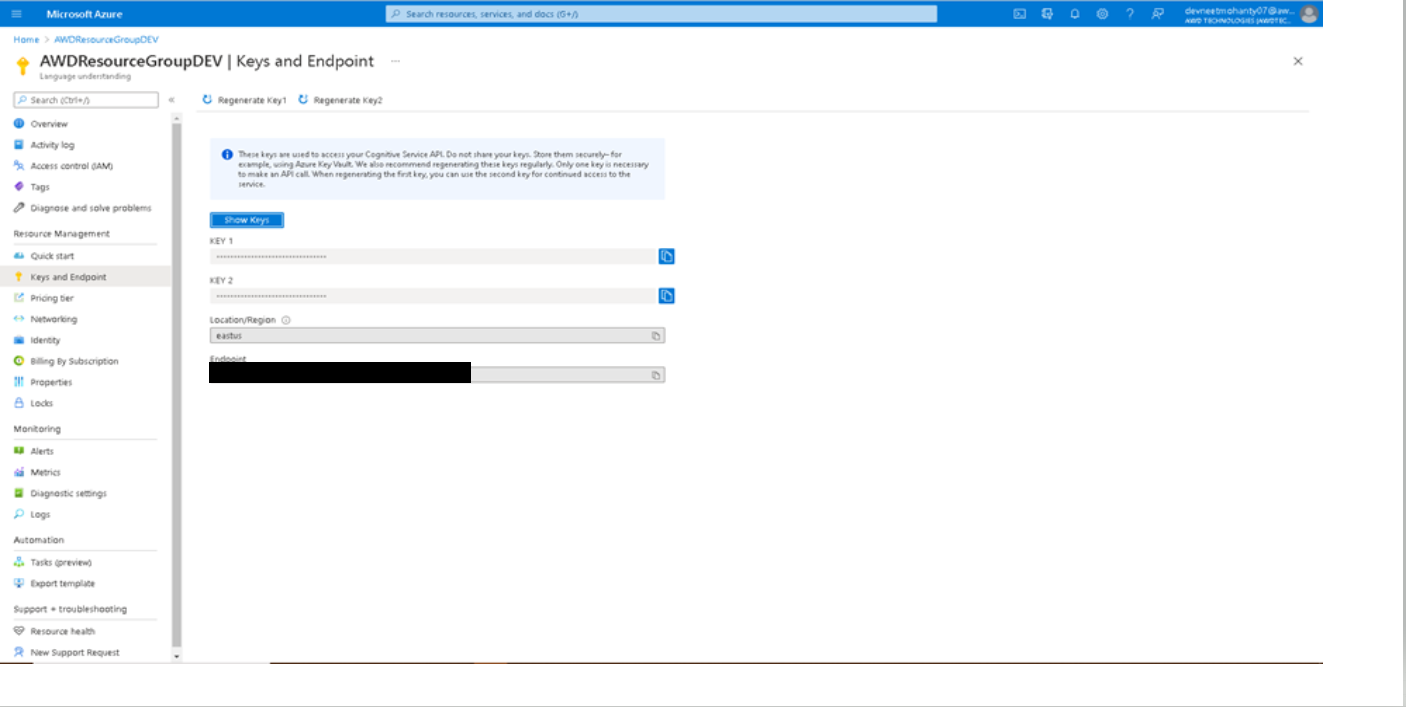




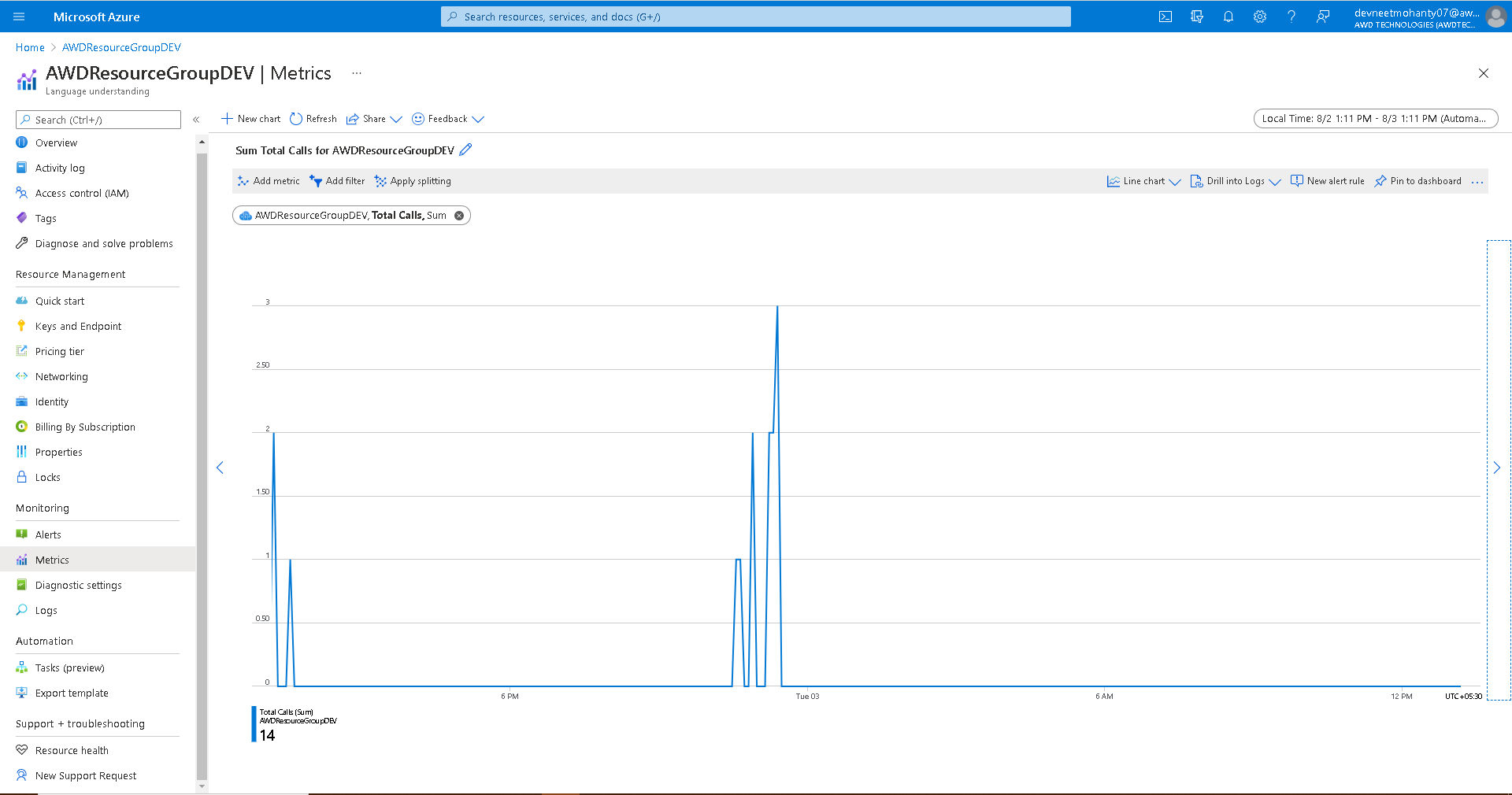




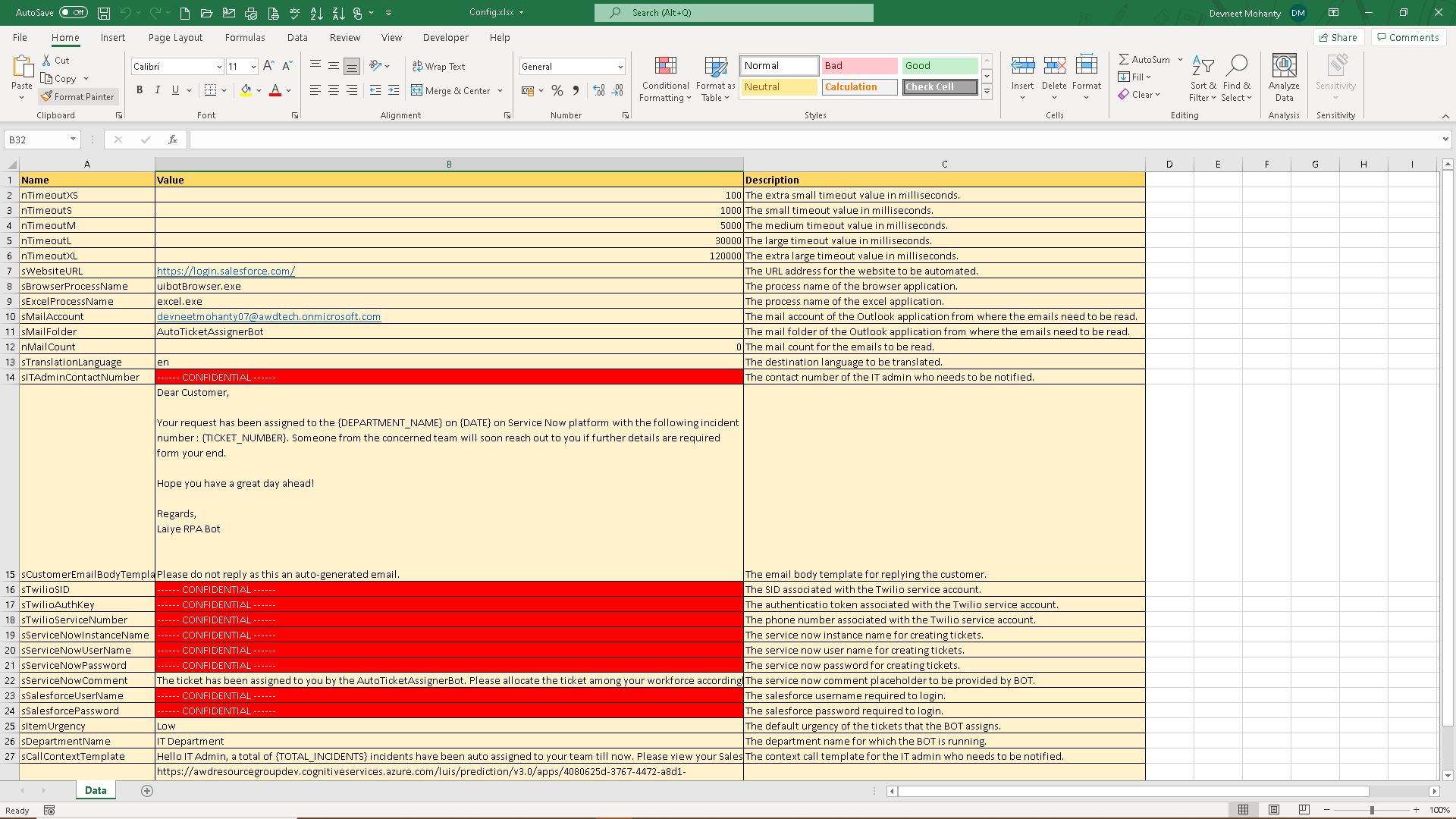
1. **Azure LUIS Cognitive ML Model Dashboard:**



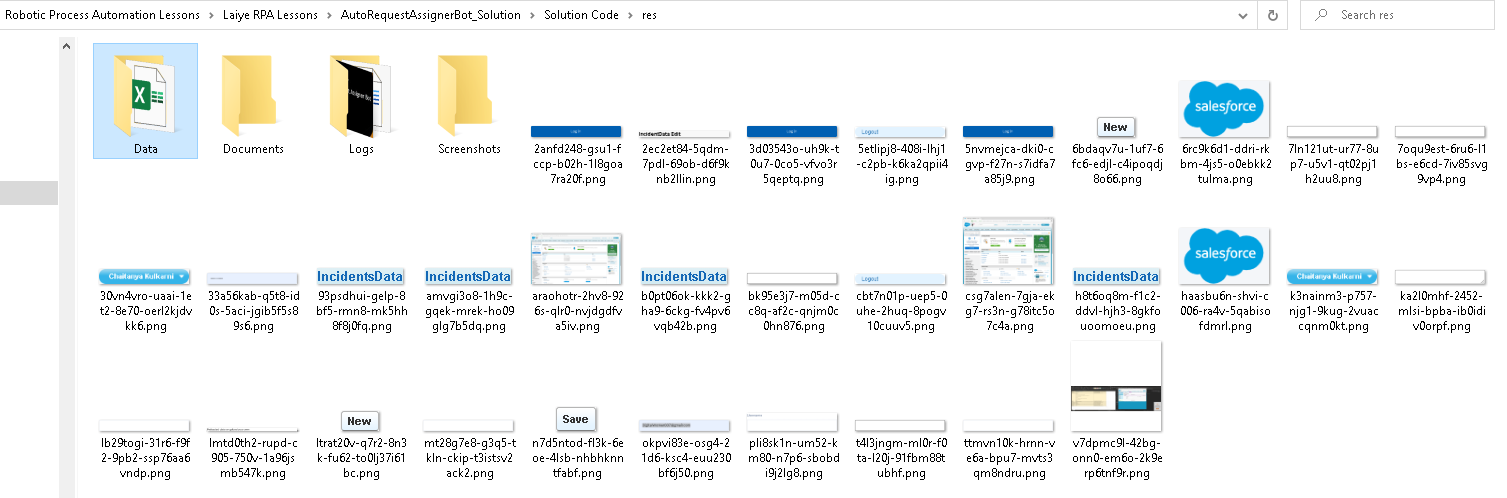
1. **Azure LUIS Cognitive ML Model API Call Metric:**



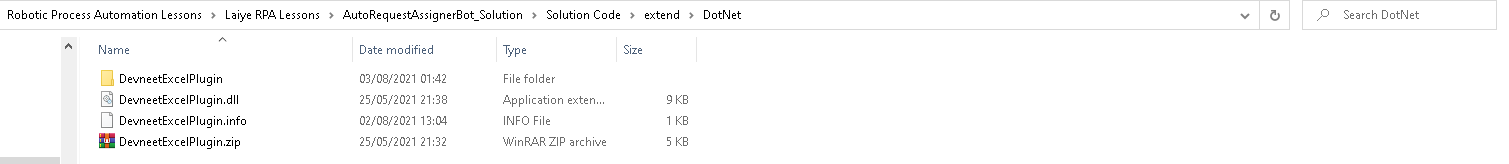
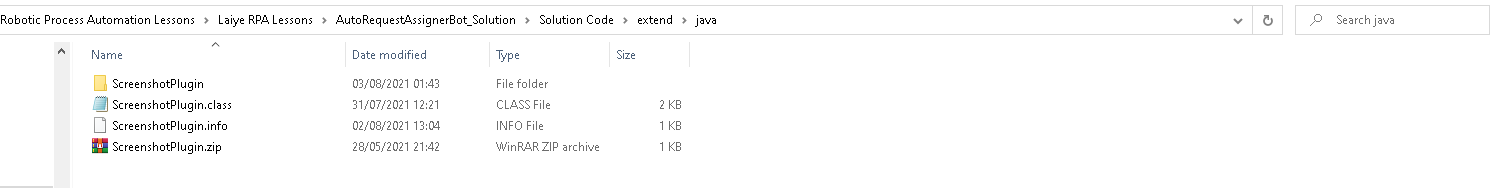
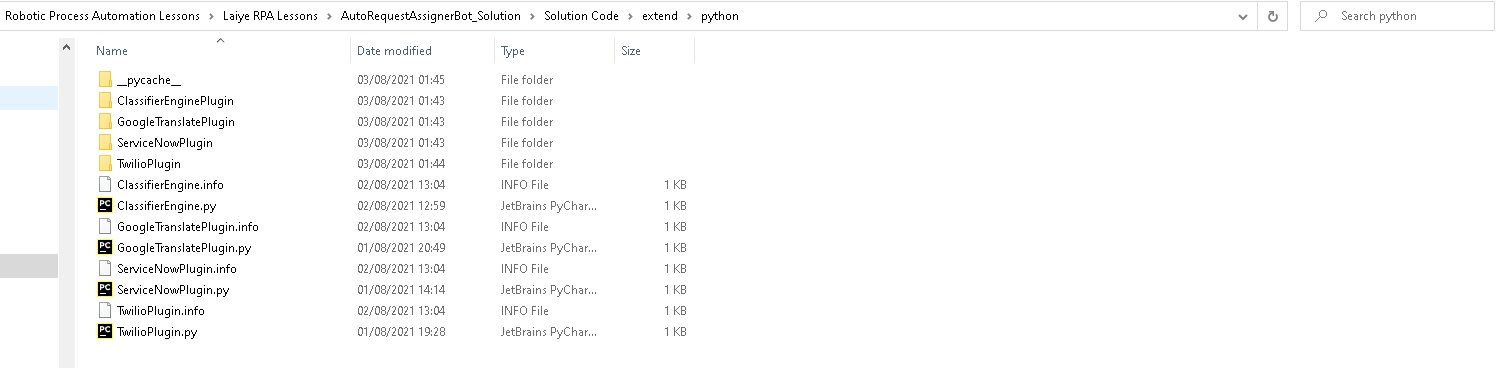
1. **Configuration File For Robot:**



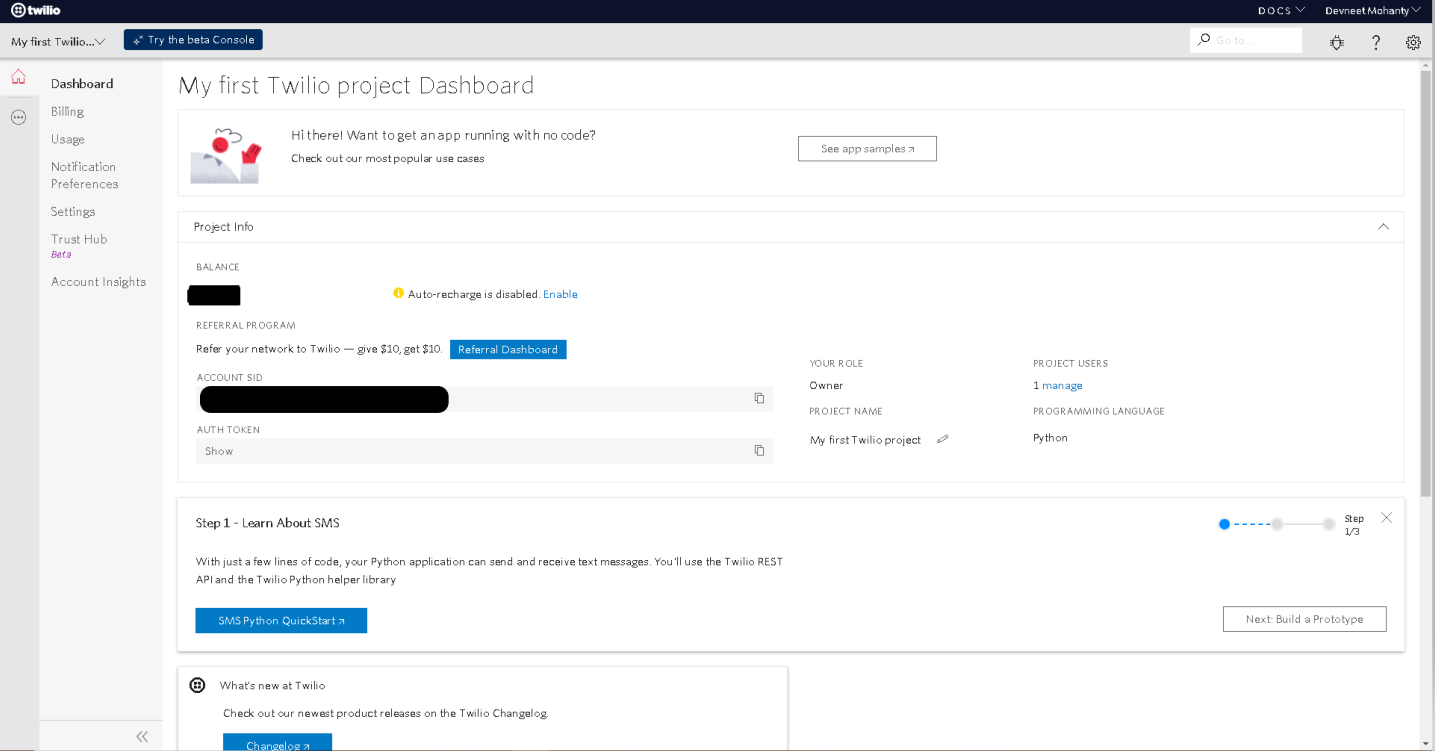
1. **Robot Resources Folder:**



1. **Robot Plugin Folder:**

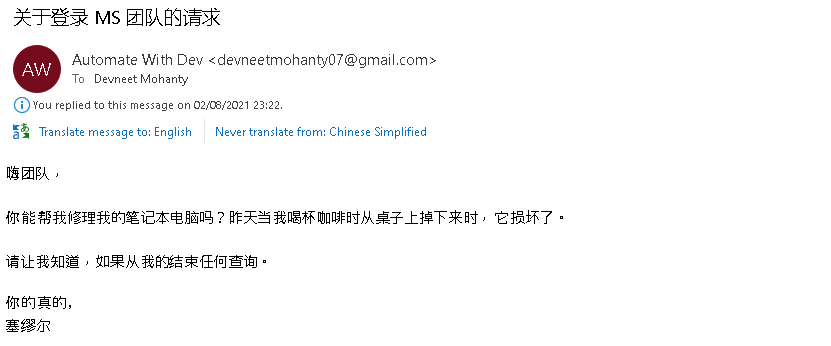
    

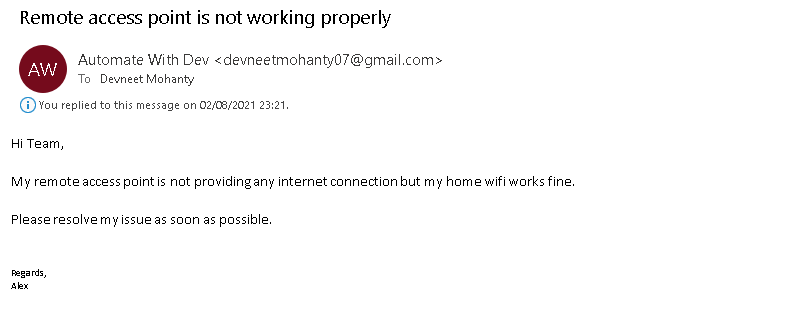
1. **Twilio Dashboard:**



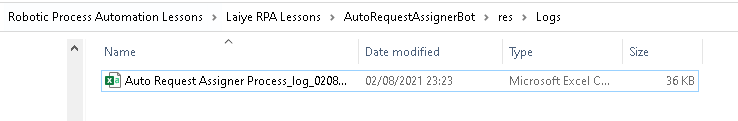
1. **Input Emails:**

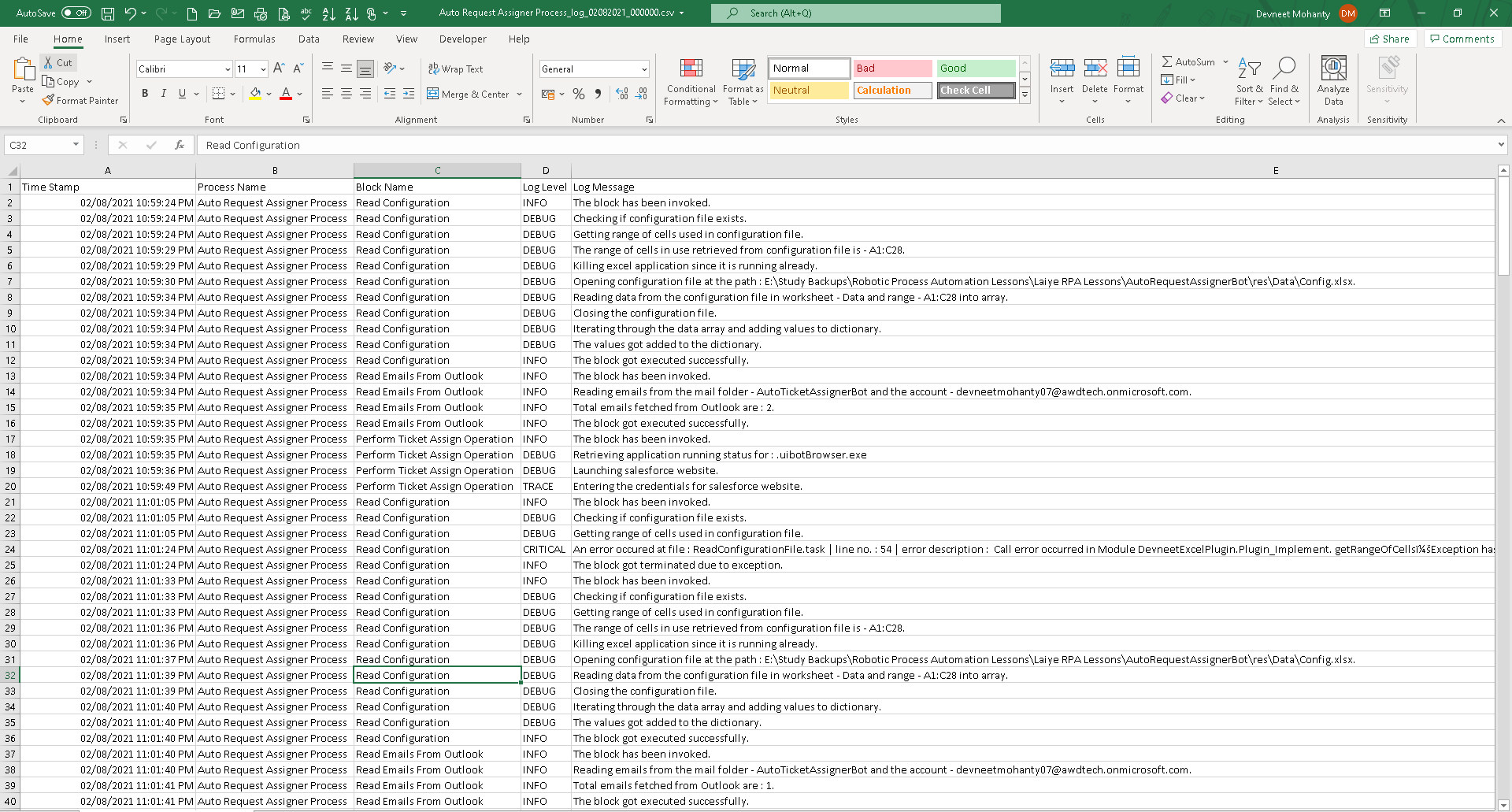
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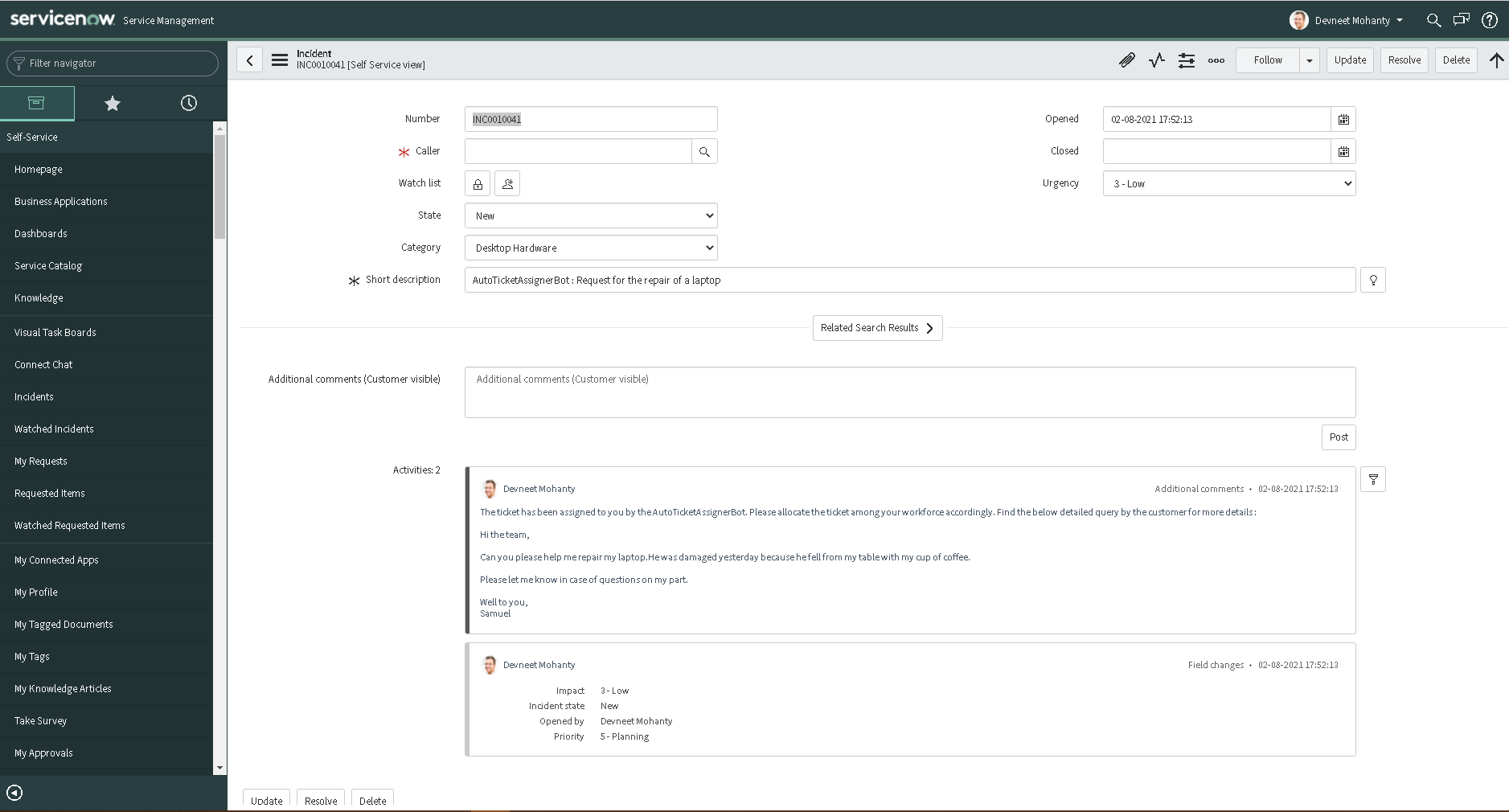
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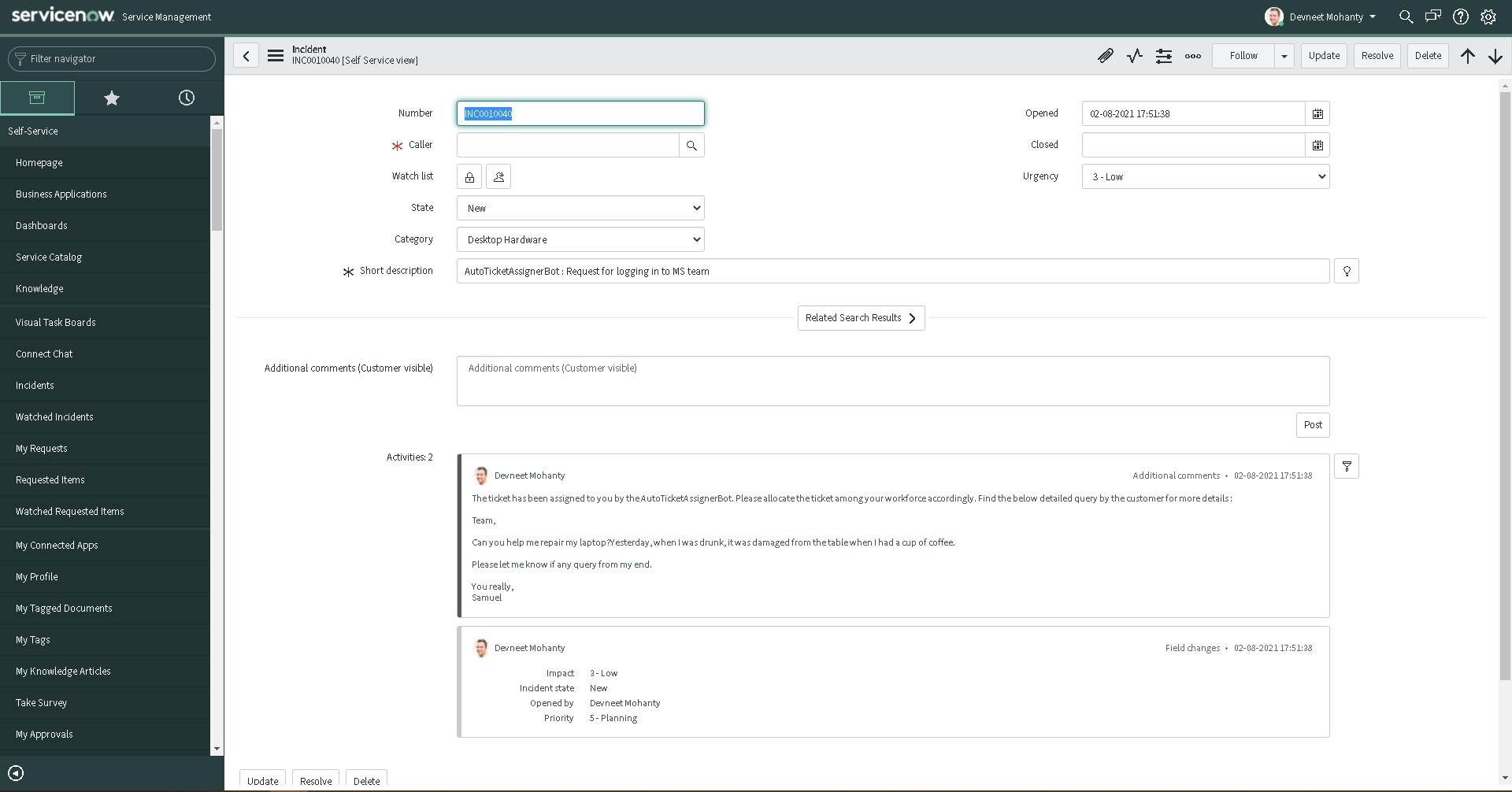
1. **Post Successful Run – Logs:**

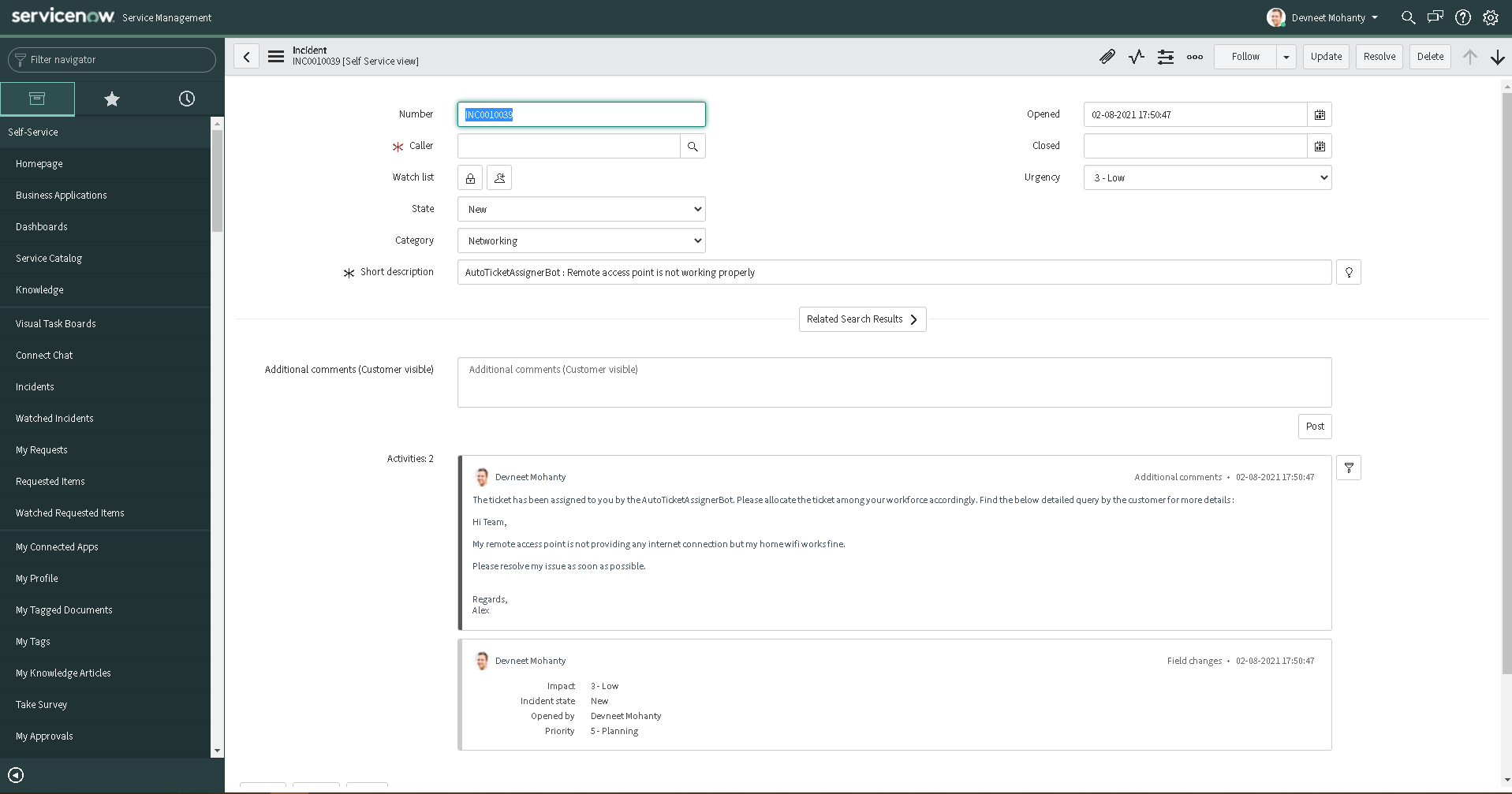
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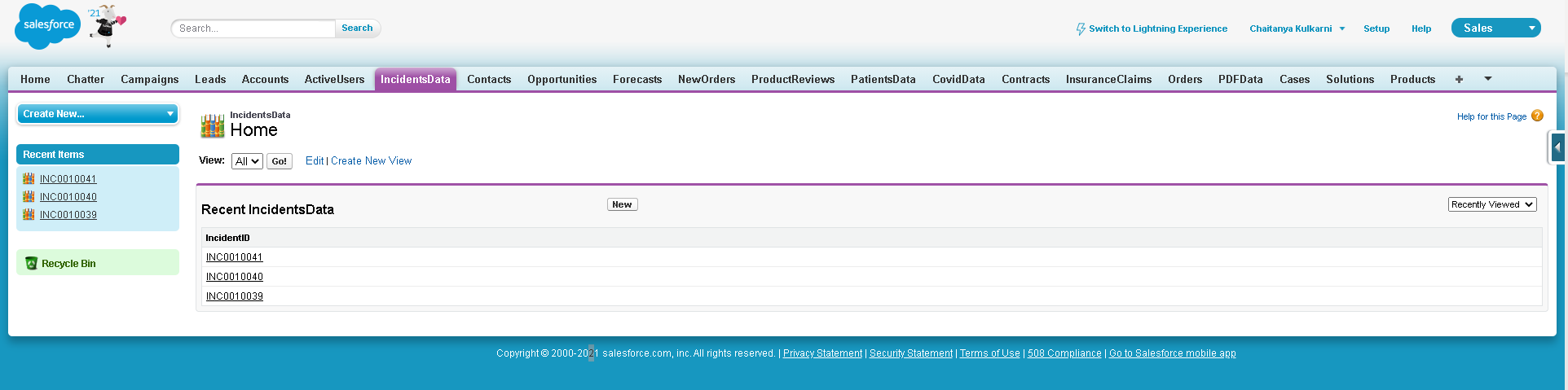
1. **Post Successful Run – Service Now:**



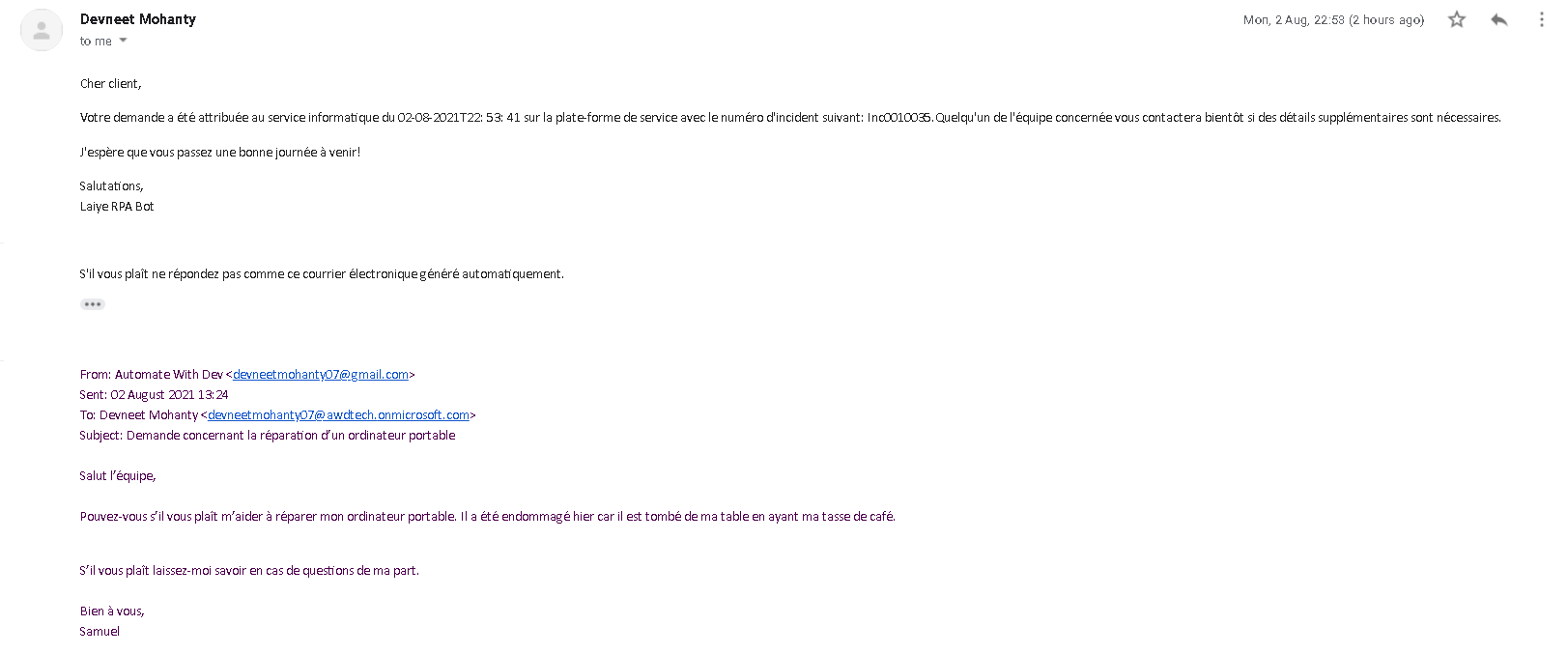




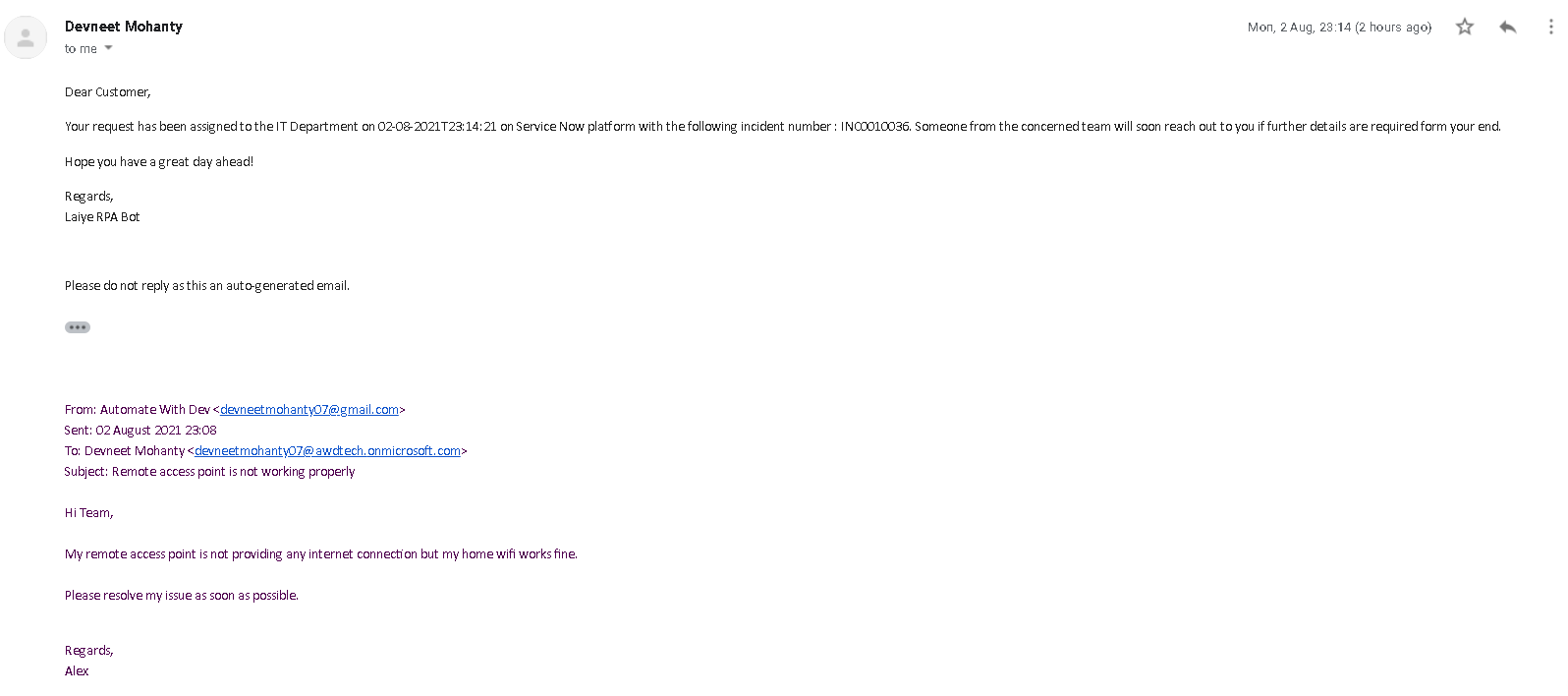
1. **Post Successful Run – Salesforce:**



1. **Post Successful Run – Email Replies:**



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1. **Post Successful Run – Call Notification Log:**

**Text

Description automatically generated**